

GSC-E BUSINESS REPORT



FY02

This report has been compiled and developed by the Directorate for Business GSC-E. Please refer any questions and/or comments to 483-3200 or 483-3234.

GENERAL SUPPORT CENTER EUROPE

Dear friend of General Support Center – Europe,

The following pages are meant to provide you with factual information on our activities in Fiscal Year 2002.

With adoption of commercial business practices written into the book of our goals and objectives, we simply believe that we owe our customers, senior leaders and last not least our employees a report summarizing relevant corporate data and trends, just like a commercial enterprise would publish them in the annual business report to share- and stake holders. Some of the information may look familiar to you from R&As, QTBs and other forums and periodic reports. We have com-



plemented this existing information and formatted facts with figures in a single document looking at our organization from a corporate perspective. We trust that this attempt, a first for us, adds value. We publish this report with pride and are confident that we accomplished your charter to us to turn the resources entrusted to us into the outputs – theater readiness and quality of life for soldiers and civilians in USAREUR. As always, we solicit your constructive criticism and feedback as to how to improve our services and this report with features you deem necessary and remain committed to our business motto and creed

“The Best Supporting The Best – Whatever it Takes”.

Helmut Haufe

CENTERS OF EXCELLENCE

The General Support Center-Europe (GSC-E) located in Kaiserslautern, Germany is responsible for the operation of the theater logistics sustainment base. As an integral part of the 21st Theater Support Command (TSC), the GSC-E forms the Echelon Above Corps (EAC) logistics backbone and hub for military industrial operations for U.S. Army Europe (USAREUR).

Over the past several years, GSC-E has developed a system for one-stop logistics in material supply, maintenance, and unique services to support theater operations. Each of the seven company size Center's of Excellence (COE), organizations are ISO 9002 certified and provide unique and specialized support and quality products and services to our customers; most efficiently and effectively in a responsive and business oriented culture.

Supply Activity Kaiserslautern (SAK) is the focal point for theater redistribution and retrograde operations. Classes, II, IIIP, IV, VII, and IX are supported. The SAK infrastructure supports Hazardous Material (HAZMAT) operations and meets both Host Nation and U.S. regulatory requirements for HAZMAT handling and storage operations.



Maintenance Activity Vilseck (MAV) provides direct support (DS) maintenance for the 7th Army Training Command and affords expert services in small arms, track, wheel, and allied trades, for Army units in training. MAV's GS maintenance capability supports track, wheeled and component repair.



Maintenance Activity Kaiserslautern (MAK) the largest maintenance operation, optimizes technical expertise and space providing general support (GS) maintenance.



Base Operations Maintenance Center Wuerzburg (BMC) provides unique supply and maintenance support services for installation property and commercial equipment at 22 locations throughout the theater. The BMC also executes the European Command's (EUCOM) Humanitarian Assistance Program (HAP).



Maintenance Activity Mannheim (MAM) provides unique GS capability in tracked, wheeled, component repair and specialized bridging equipment.



Maintenance Activity Pirmasens (MAP) specializes in GS communication, electronics repair, fabrication and restoration, and contributes added value to the theater through its robust sheet metal and shelter repair operation.



Mannheim Laboratory Center (MLC) provides Army Oil Analysis Program (AOAP) and material testing support for the EUCOM area of operations.

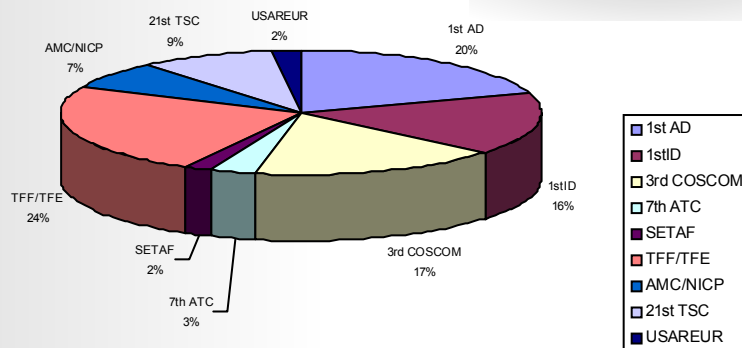


GENERAL SUPPLY

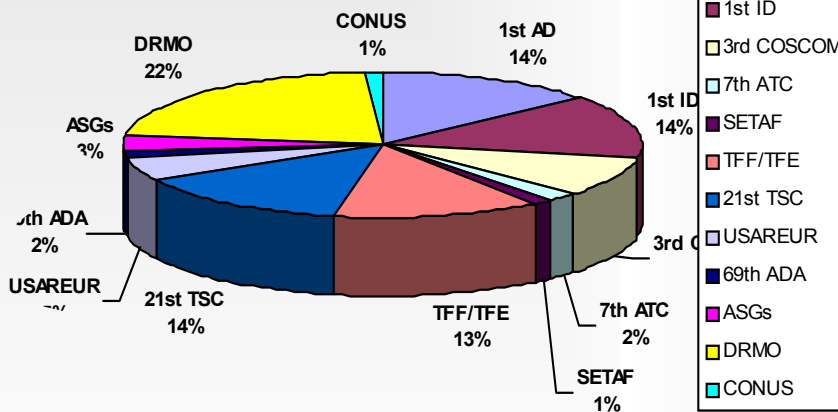
GSC-E is the only General Supply Support provider in USAREUR. It serves as the central distribution point for supplies, operates the central theater retention ac-

count and serves as retrograde point for our customers. In FY 02 we received 247,128 documents representing 5,187,733 items and shipped 280,132 documents (4,476,698 items) to various customers.

Breakout of RSA receipts by customers.



During FY 02 we had an average of approximately 30,000 lines per month on hand and improved the inventory accuracy from 94% last FY to 97.4% this FY. A monthly average of 24,858 MRO's were handled whereby the average inter-theater processing time was improved to 4.5 days.



Breakout of RSA shipments by customers.

GENERAL SUPPLY

CONTINGENCY OPERATIONS

Even though the GSC-E is focused on sustainment operations, our employees support all contingency operations:

AIRDROP MISSION

Within the scope of GSC-E's contingency operations SAK operates the air delivery equipment, chemical defense equipment, life support and 463L air pallet storage mission.

In FY 02 a total of 9 employees worked to ensure the smooth run of our airdrop mission during Operation Enduring Freedom. In the beginning of FY 02 (Nov 01) we received 307 and shipped 272 MROs, of which 189 were high priority requests. In addition the carpenter shop of the Supply Activity Kaiserslautern cut 24,200 pieces of honeycombs and 1,980 sheets of plywood to support this mission.

During March 02—Sep 02 we shipped 209 class IX MROs in support of Operation Enduring Freedom.

During the last FY our employees have been deployed to many locations to provide support reaching from maintenance services to erection of over 90 fest tents.

SPECIAL PROGRAMS:

M1 RETROGRADE MISSION

During FY 02 the General Support Center-Europe processed and prepared 130 ea M1 tanks for retrograde to a CONUS repair program. The tanks were agricultural cleaned, customs inspected and shipped to port in three increments:

- Feb - Apr 46 ea;
- May - Jul 45 ea;
- Jul - Sep 39 ea.



CONTAINER SUPPORT MISSION

The Supply Activity Kaiserslautern stores USAREUR/Army owned containers for the entire Theater.

In FY 02 we received 2700 containers and shipped 1900 containers. This continuous rotation/movement of assets generated a re-warehousing workload on the compound of 6500 containers throughout the FY.

GENERAL SUPPLY

BALKAN EXCESS Processing

This major USAREUR driven program consists of receiving, storage, and shipment of rolling and non-rolling USAREUR excess equipment.

Technical Inspection Deployment

From 19 Mar through 17 Apr 02 we deployed a joint inspection team of 11 GSC-E inspectors augmented by 4 inspectors from 29th SG to Task Force Falcon (TFF) to validate the condition of the assets. The work of the team resulted in upgrade of more than 260 vehicles prior to retrograde minimizing the Quality Deficiency Reports

Tailored In-house and Contractor Solutions

Throughout FY 02 we temporarily stored 109 vehicles at CEGE Luxembourg. Vehicles were turned in to KIC, SAK with ultimate destination to CONUS. Due to the lack of second destination line haul funds, USAREUR decided to store these vehicles in Luxembourg until transportation funds become available. All in all we stored 93 tracked and 16 wheeled vehicles. From July thru September 02 Program Managers and National Guard representatives conducted on site inspection and verification of 10/20 standard of the vehicles. GSC-E provided all test equipment and augmented the inspection teams with in-house or contracted inspection crews. As of Sep 02 72 tracked vehicles were accepted and agricultural cleaned for movement to CONUS.

Blocking Bracing & Tie Down (BB&T):

The BB&T program consists only of 20 lines, but includes an average of more than 14,000 pieces (56 tons) of receipts/shipments per month. In FY 02 95,575



pieces (344.3 tons) of BB&T were issued to various customers (100th ASG, 98th ASG, 26th ASG, 104th ASG, V CORPS units).

Railhead Operations

During FY 02 we executed a monthly average of 1,500 man hours for railhead operations. An average of 194 vehicles per month were received/shipped.

Hazardous Material Customer Center (HMCC)/HAZWASTE

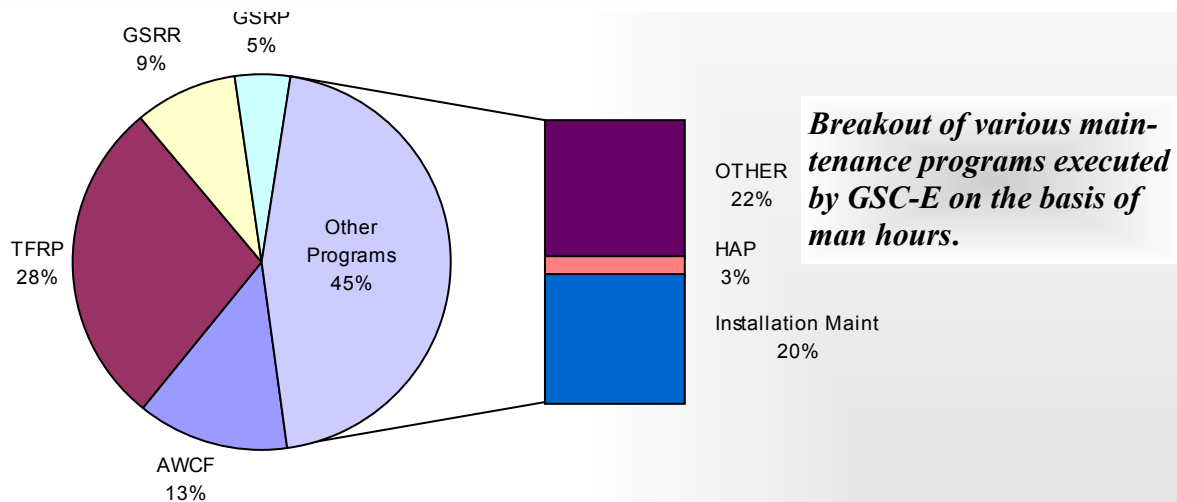
A total of 500 lines are stored in this program. Throughout FY 02 HMCC completed 2,200 transactions per month equivalent to 50 short tons per month.

The storage site is in full compliance with host nation environmental requirements.

TACTICAL MAINTENANCE

Production

The GSC-E's production operations primarily consist of refurbishment and repair of Class VII major end-items, quality assurance of materials, and component repair. Additionally, we perform final assembly and tests of component subassemblies. We have formed partnerships with a variety of independent third-party companies to perform refurbishment and repair of equipment exceeding organic capacity and capability. The GSC-E uses automated testing equipment and "run-in" procedures, as well as comprehensive inspection, testing, and statistical process control, to ensure the quality and reliability of its products. The GSC-E and its partners' processes and procedures are ISO 9000 certified.



	AWCF	TFRP	GSRR	GSRRP	BASOPS	OTHER
MAV	1,581.30	36,989.10	4,172.50	12,918.60		45,958.52
MAP	14,813.70	14,113.50	48,437.00	16.00		54,412.30
MAM	36,527.00	97,167.30	6,921.10	0		27,989.70
MAK	74,099.60	130,644.40	30,922.80	33,897.90		66,226.50
BMC	0.00	5,418.50	0.00	0.00	232,349.70	27,063.40
Total	127,021.60	284,332.80	90,453.40	46,832.50	232,349.70	221,650.42

Throughout FY 02 GSC-E's maintenance activities executed over 1,002,000 man hours, where as the non

	Net labor cost	Operational \$	Op. cost /w hr.	GAE est.	\$/w hr.
MAK	\$29.64	\$836,500.00	\$2.72	\$4.45	\$36.81
MAP	\$31.92	\$109,474.00	\$0.88	\$4.67	\$37.47
MAM	\$34.60	\$281,990.00	\$1.79	\$4.33	\$40.72
MAV	\$26.92	\$272,300.00	\$2.90	\$1.69	\$31.51
BMC	\$23.60	\$650,000.00	\$2.74	\$2.00	\$28.34

productive time was reduced by 14,100 man hours from 23.57% in FY 01 to 23.09%. There is also a decrease in our facilities' sick rate from 9.74% last FY down to 8.58% in FY 02.

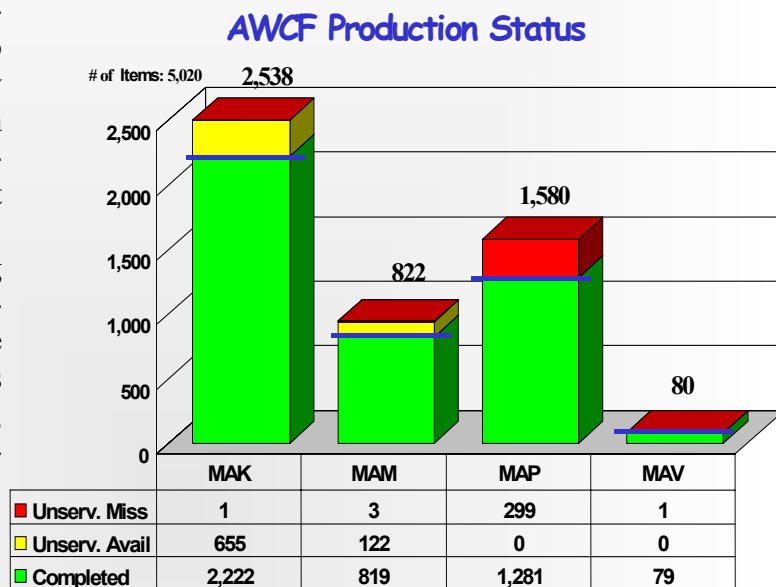
Plant Rate for FY 02

TACTICAL MAINTENANCE

Individual programs

ARMY WORKING CAPITAL FUND

The 21st TSC provides 81 man-years of organic maintenance manpower to the AMC Single Stock Fund National Maintenance Component repair program. The program is funded by reimbursement from the Army Working Capital Fund. The FY02 component repair program called for the execution of 84 NIINs representing a repair program of 5020 items. The overall FY02 execution rate for the program was 87.7%, earning 81 reimbursable man-years while returning 4,401 repaired components to the supply system. This execution level was obtained through the over-programming of workload, to the extent of 94 man years by National Maintenance Program managers. The over-programming is an important tool in achieving GSC-E's 81 man year obligation by enabling us to compensate repair obstructions in form of missing or late receipt of unserviceable assets and high numbers of wash outs, i.e. with the HMMWV generators.



AWCF Production Status EOM Sep 02

AWCF Accomplishments FY 02

	AWCF					
	Prog	Compl	%	Mhr Prog	Mhr Util	%
MAK	2,538	2,222	87.5%	78,819	74,100	94.0%
MAM	822	819	99.6%	38,055	36,527	96.0%
MAP	1,580	1,281	81.1%	15,458	14,814	95.8%
MAV	80	79	98.8%	1,436	1,581	110.1%
GSC-E	5,020	4,401	87.7%	133,919	127,022	87.7%

TACTICAL MAINTENANCE

Individual programs

THEATER FLEET REFURBISHMENT PROGRAM

The Theater Fleet Refurbishment Program is a USAREUR repair program, designed as a multiyear refurbishment program to enhance operational readiness and increase availability through GS level repair and refurbishment of older, high mileage class VII equipment. The FY 02 program consists of 17 different fleets covering items from M88 Recovery vehicles, HEMTTs up to engineering equipment. TFRP restores vehicles to TM 10/20 Preventive Maintenance Checks and Services standards. The benefits associated with TFRP are higher readiness, extended service, improved reliability, greater safety, and lower operations and maintenance costs. The GSC-E is the theater's executive agent for the TFRP.

TFRP FY 02 CLOSE OUT

#	NOMENCLATURE	MODEL	TOTAL FLEET QTY	CUM COMPL	FY02 PROG	FY02 COMPL
1	UA-HMMWV	XM1114	432	288	50	50
2	HEMTT FAMILY	HEMTT	1066	566	240	230
3	AVLB Bridge	AVLB	75	20	20	20
4	AVLB Launcher	Chassis	75	0	20	0
4	ARMORED COMBAT EARTH	M9ACE	107	51	54	39
5	RECOVERY VEH	M88	131	53	14	14
7	TRK WRECKER	M936	146	126	30	30
8	TRUCK SHOP VAN	M109A3	171	55	20	20
9	TRUCK AMBULANCE	M997	217	54	20	20
10	FORKLIFT RT 10K	M10A	82	37	23	23
11	TRAILER	M870		24	28	20
12	TRUCK TRACTOR 5T TACTICAL	M931	793	162	80	80
13	TRAILER	M872A3	1300	648	100	100
14	MOBIL KITCHEN TRAILER	MKT	293	147	128	91
16	SCRAPER		39	7	12	7
17	D7G DOZER		85	15	35	15
		Total		2253	874	759

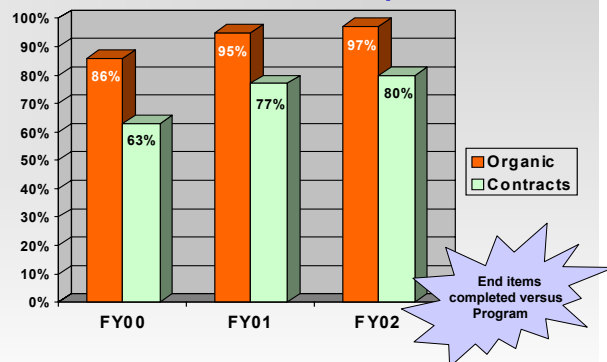
HEMTT before maintenance



HEMTT after maintenance

In FY 02 the program provided 759 restored or refurbished major end items to USAREUR soldiers. Work is achieved co-operatively through organic and contract maintenance (10 contractors). We realized a continuous increase in our TFRP completion rate over the past years. 97% of our in-house workload as well as 80% of our contractors' program were completed in FY 02. 284,333 man hours were utilized for the in-house work, which represents a utilization rate of 87.5%.

TFRP Production Development



SPECIAL ACCOMPLISHMENTS IN FY 02 After completing the Drivers Hatch Interlock (DHI) modification and the remaining Block G modification on all 529 M1 tanks in theater at the beginning of FY02, GSC-E recently started the application of the ABS brake modification for TACOM

TACTICAL MAINTENANCE

Individual programs

GS REPAIR PROGRAM

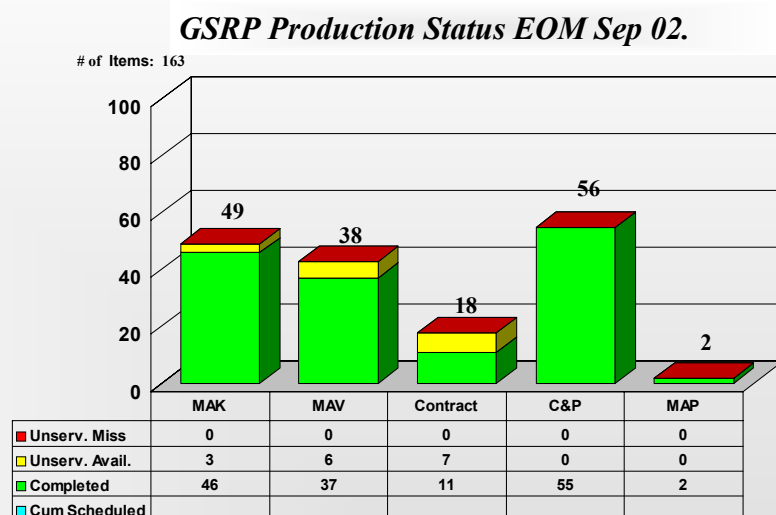
The General Support Repair Program repairs Class VII end item assets located in Theater Supply Support Activities (SSAs), either for issue against EOH shortages, or for retrograde to other MACOMS in TM -10/20 condition.

The FY 02 GSRP began with a total of 158 items in October 2001, and fluctuated throughout the year with an end phase requirement of 163 items, which included carry overs from FY 01. By commodity the breakout is as follows:

Automotive	67 items
Chemical	40 items
Track	<u>56 items</u>
Total	163 items

As of 30 September 2002, 151 items were completed, 12 remained in process, for a 93% program completion rate.

Like the TFRP program GSRP is achieved through organic and contract maintenance (4 organic maintenance activities and 1 contractor). Two activities met or exceeded their production goals: Maintenance Activity Pirmasens and Maintenance Activity Vilseck. The items not completed were 6 M113's (contract established first in June 02) and also 3 carry-overs of M577 at Maintenance Activity Kaiserslautern, which were delayed due to M1064 Mortar Carrier requirement for the National Guards. Due to a lack of un-serviceable assets at MAV (for HMMWV M1024 and M1026) a shortfall of one each was compensated by an overproduction of M1035's in order to fulfill a paint contract. In FY 02 46,833 man hours were utilized for the GSRP in-house work, which represents a utilization rate of almost 93%.



TACTICAL MAINTENANCE

Individual programs

GENERAL SUPPORT REPAIR AND RETURN PROGRAM

The General Support Repair and Return Program is an end item repair program supporting the completion of GS-level repairs for Theater DS maintenance units on a repair and return basis.

CUSTOMER	QTY	%	
5th Signal	67	6	
21st TSC	365	34	
V Corps	631	60	
Total	1063	100	

Customer Base

The program also supports the repair of equipment damaged in accidents. Out of 1168 work requests received in FY 02 1063 have been completed, which reflects a 91% completion rate and a production increase of 24% versus FY 01. The average turn-around time for the repair is 57 days.

TYPE OF REPAIR	QTY	%
Commel Repair	544	51
Accident Repair	8	1
DS Back -Up	4	1
10/20 Repair	104	10
Purging	20	2
Other GS Repair	383	36
Total	1063	100

*Breakout by
Type of Repair*

In FY 02 we almost doubled our utilized man hours as 90,892 hours were executed (vs. 101,030 man hours programmed). At the same time we were able to reduce our turn around time to 46 days versus 57 days in FY 01.

	G S R R		
	Requests	Compl	%
M A K	240	220	91.7%
M A M	96	90	93.8%
M A P	669	602	90.0%
M A V	111	99	89.2%
B M C	-	-	-
Contr	-	-	-
S A K	52	52	100.0%
G S C -E	1,168	1,063	91.0%

*GSRR Comple-
tion Rate*

BASOPS MAINTENANCE

CUSTOMER REPAIR

Repairs of various BASOPS material is executed by Customer Service Teams (CST) on site; 93.7% at physical customer location.

In FY 02 BMC opened 37,545 work orders (incl. TIER III) and completed 97% (36,405 work orders).

B M C uses an optimal mix between contract and in-house repair.

CATEGORY	# OF WORK ORDERS
FURNITURE	3,329
COINS	253
ADP EQUIPMENT	9,522
FORKLIFTS AND OTHER MHE	1,661
TARGETRY/WEAPONER	386
OFFICE APPLIANCES	1,959
PFC EQUIPMENT	1,560
SNOW AND ICE EQUIPMENT	209
BRACKETESTER	215
SAFES/VAULT DOORS	2,410
CLASSIFICATION	372
MUSICAL INSTRUMENTS	72
TRUCK FIRE FIGHT	505
TRUCKS ALL OTHER	1,020
GARDEN EQUIPMENT	6,080
STEAMCLEANER	689
COMMEL	2,181
TEST EQUIPMENT	85
OTHER SPECIAL PURPOSE VEHICLES	1,866
OTHER SPECIAL PURPOSE EQUIPMENT	2,497
TRAILERS	515
POOL GAMES	159
TOTAL	37,545

TIER III MISSION

During the FY 9,469 maintenance calls were placed. A percentage of 33% (3,095 calls) against warranty, 67% as non-warranty (6,374 calls). Due to centralization and efficient management the manpower resources invested in this program could be reduced over the past years by 50%.

TIER III Mission		
	FY 02	FY 01
# of Maint. Calls	9,469	10,217
Warranty	3,095	4,087
Non-Warranty	6,374	6,130

POV INSPECTIONS

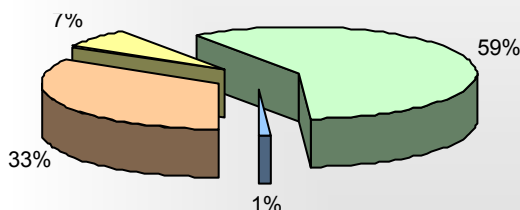
116,303 POV inspections for various customers have been performed during the last FY, which is an increase of 15,232 inspections to FY 01. All inspections have been completed significantly below the standard of 30 minutes waiting time.

CUSTOMER	# OF POV INSPECTIONS FY 02	# OF POV INSPECTIONS FY 01
6th ASG	7,919	7,048
26th ASG	22,548	25,189
98th ASG	31,813	28,831
100th ASG	12,954	11,292
104th ASG	41,069	28,711
Total	116,303	101,071

HUMANITARIAN ASSISTANCE PROGRAM (HAP)

HAP is a EUCOM program distributing excess property to needy nations.

Lines on hand and shipped in FY 02 are as follows:



Commodity	Lines O/H	Lines moved FY 02
● Furniture	332 Lines	743 Lines
● Medical	2,810 Lines	3,899 Lines
● Vehicles	51 Lines	75 Lines
● Others	1,590 Lines	1,548 Lines
TOTAL	4,783 Lines	6,265 Lines

UNIQUE LOGISTIC SERVICES

Logistics Contract Management

GSC-E's Logistics Contract Management Office provides central processing and management for all maintenance support contracts, \$50,000 and above.

Our team of professionals provides and ensures superb service both to the customer as well as in the following negotiations with contractor personnel. We insure that the statement of work is accurate reflecting the services required and the condition under which those services are to be rendered. Our centralized quality assurance oversight results in use of uniform standards and

Category of Contract	# of Active Delivery Orders	FY 01 Dollars	FY02 Dollars	Total Dollars
UNIT MAINT	21	\$7,868,674	\$18,274,861	\$26,143,535
CARC PAINT	6	\$4,903,500	\$13,216	\$4,916,716
SUPPLY	5	\$3,366,775	\$1,619,832	\$4,986,607
TFRP/GSRP	35	\$12,701,056	\$15,570,725	\$28,271,781
AVIATION MAINT	2		\$34,615,347	\$34,615,347
NAMSA CONTRACTS	43	\$19,457,653	\$26,350,702	\$45,808,355
TECH SPT	2	\$184,129	\$699,554	\$883,683
OCC CLOTHING	1		\$171,180	\$171,180
ISO 9001:2000	2		\$104,616	\$104,616
TOTAL	117	48,481,787	97,420,033	145,901,820

clear performance profile. In line with this service we continue to reduce contract turn around time and cost for services provided.

Mannheim Laboratory Center

ARMY OIL ANALYSIS PROGRAM (AOAP)

In FY 02 the Mannheim Laboratory Center provided oil analyses of over 180,000 received samples (Ground Equipment 171,596 samples; Aircraft Equipment 10,830 samples) and handled a monthly average of 24,105 end items as well as 50,261 components on hand. A total of 7,363 oil changes were recommended, which is an increase of 2,288 recommendations to previous year. FY 02's delinquency percentage is 2.71% for ground equipment and 2% for aircraft equipment.

GROUND EQUIPMENT	FY 02	FY 01
Avg. # of End Items On Hand p. mth.	23,476	21,779
Avg. # of Components On Hand p. mth.	47,912	45,257
Avg. Percentage Delinq	2.71%	2.30%
Total Samples Received	171,596	165,850
Total Recommended Oil Changes	7,363	5,075
Total 3254-RS	216	260

AIRCRAFT EQUIPMENT	FY 02	FY 01
Avg. # of End Items On Hand p. mth.	629	579
Avg. # of Components On Hand p. mth.	2,349	2,136
Avg. Percentage Delinq.	2%	0%
Total Samples Received	10,830	11,534

OUR COMMITMENT TO QUALITY

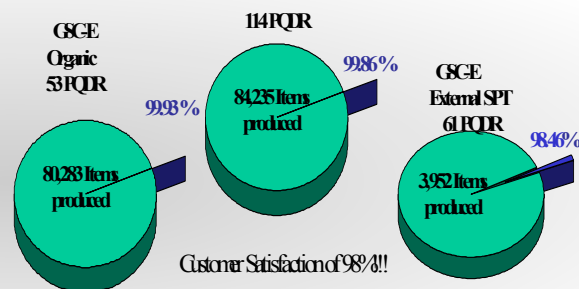
GSC-E is committed to provide quality products and services to our customers. In line with this we put a significant emphasis on quality management and customer service. We have a team of professionals dedicated to Customer Care.

	FY 00	FY 01	FY 02	FY 00	FY 01	FY 02
	Valid			Invalid		
21st	126	115	93	14	10	18
Contractor	6	15	14	6	1	2
V Corps	11	6	12	1	1	3
3rd COSCOM	20	19	14	7	3	5
30th Med	1	0	3	1	0	1
1st ID	27	47	28	10	29	10
205th MI	0	0	2	0	0	0
SETAF	4	0	6	0	0	1
100th ASG	11	17	9	2	1	2
130th Eng	14	23	16	2	5	10
1st AD	22	21	23	10	15	14
	242	263	220	53	65	66

The Customer Complaint Team (CCT) reacts to any quality deficiency report within 48 hours after call. In the frame work of our warranty policy* we provide replacement or rework and/or appropriate free technical consulting. In FY 02 the CCT was involved in a total of 408 PQDRs. As the first and only organization of the US Army we have pursued and achieved certification under the ISO 9002, the industry standard for quality management.

FY 02	
Valid Claims	224
Invalid claims	66
Tech support	48
Pending	70

A total of 114 Valid PQDRs were against GSC-E (organic facilities and contractors) and 106 against CONUS activities.



GSC-E Warranty Program:

The General Support Center-Europe provides a 6 months (180 days) warranty on all items repaired under its General Support Maintenance Programs (GSMP).

*GSC-E Warranty
Sticker*

**General Support Center
Europe**

This item was repaired to meet YOUR needs.

Repair Facility: _____

Type: _____ Ser/Reg: _____

QA/QC: _____ Date: _____

Nevertheless, if you are not satisfied with this product,
please contact the
Customer Complaint Team
DSN 483-7620
Website: <http://www.21taac.army.mil/gsc/cct/index.htm>
We care about YOUR concerns and readiness !

HUMAN RESOURCES

PERSONNEL

The General Support Center – Europe provides jobs for 1,797 civilian employees (74 US Citizens and 1634 Local Nationals) and is the second largest employer in the Kaiserslautern area (Westpfalz).

GSC-E EMPLOYEES			
	US	LN	Apprentices
HQ	12	78	0
KIC	32	1059	58
MAV	0	91	3
MAM	0	190	18
BMC	26	195	10
MLC	4	21	0

Our overall strength has increased in FY 02. During this FY we realized a significant restructuring effort without adverse impact on our employees. Noteworthy is also that we continued to reduce our excess and mismatched personnel from 25 in FY01 to 14 in FY 02.

APPRENTICESHIP PROGRAM

The GSC-E apprenticeship program has a longstanding tradition and continues to be an example of excellence. It is a specialized training program tailored to young adults in Junior HS level. The curriculum is in line with German chamber of trade program and runs depending on specialty between 3 to 3.5 years. We execute programs at all sites of the GSC-E various trades, from automotive mechanics, electronics technicians, carpenter, and office

management. In FY 02 GSC-E enabled 89 trainees to achieve their apprentice certificate. 23 apprentices were successful in completing their exam during FY 02. One of the mechanics was honored by the Handwerkskammer Mannheim for best graduate. The apprenticeship program is also a significant factor in the community relations to the host nation.

TRAINING

The training program for our workforce remains a high priority. During last FY 587 employees participated in more than 150 different training classes conducted by various government sources, as well as commercial companies and German organizations. The entire workforce has the opportunity to participate in computer training classes such as Windows, Excel, Access, PowerPoint etc. offered throughout the year.

Training Classes FY 02	# of Employees
Government Sources	374
CONUS	2
Commercial Training Classes	131
Specialized Safety Training	15
Red Cross	43
Works Council Training	11
System Admin. Training	11
Total	587

HUMAN RESOURCES

Overseas Deployment Training

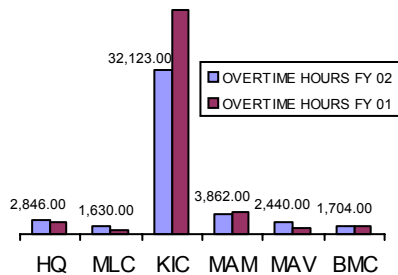
Within the Overseas Deployment Training GSC-E's military and civilian personnel provides technical support as well as equipment and facilities (MAK, SAK and Commel section in MAP) to keep the US Reserve Guard's technical skills up to date. We supported 15 units and a total of 1,780 soldiers in FY 02. During next FY approximately 3,200 reservists will participate in GSC-E's ODT program.

Overseas Deployment Training FY 02			
	Maintenance Units	Quartermaster Units	Total
# of Units	7	8	15
# of personnel	918	862	1,780

OVERTIME

In FY 02 we significantly reduced our over-time hours worked from 54,668 hours in FY 01 to 44,605 hours.

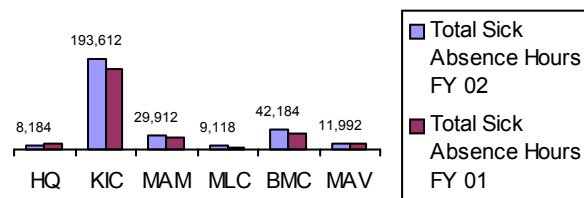
GSC-E Overtime Hours



SICK ABSENCE

Throughout FY 02 the paid sick absence of GSC-E's local national employees decreased from an amount of 208,048 hours to 207,556 hours, which comes up to an average of 115.95 hours per assigned employee (FY 01: 117.81 hrs. per assigned employee). This amounts to an average sick rate of 7.8% . It is our declared goal to get closer to the industry rate which currently is at 4.3% .

GSC-E LN Sick Absence Hours



SAFETY

In FY 02 we had a total of 18 accidents, which relates to an accident rate of 0.9 (improvement to FY 01 rate 1.3). Ceiling for FY 03 accident rate is 1.37.

	HQ/MLC	KIC	MAM	MAV	BMC	APP	GSC-E
Sep-02	0	2	0	0	1	1	4
ACC/FY	0	13	1	1	2	1	18
FY-RATE	0.000	1.175	0.546	1.064	0.840	0.877	0.968

With an amount of 243 days GSC-E lost 32 days less than previous FY (Days Hospitalized FY 02: 24 vs. FY 01: 33) and reduced the total cost from \$ 102,878 to \$ 84,084, which is a cost avoidance of more than \$ 84,000 to previous FY.

FINANCIAL DATA/ BUDGET

FUNDING

In FY 02 GSC-E received a funding volume of \$ 63.7 M for the following programs:

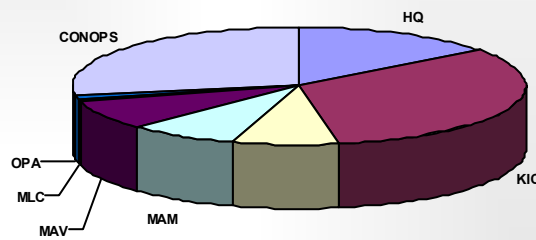
CORE	\$ 42,627,400
BASOPS	\$ 3,380,500
CONOPS	\$ 17,702,000

In FY 02 we received \$ 720,000 in OPA funds for the following TMDE investments in Maintenance Activity Mannheim:

Flame Cutting Machine	\$ 126,000
Tank Engine Test Container	\$ 594,000

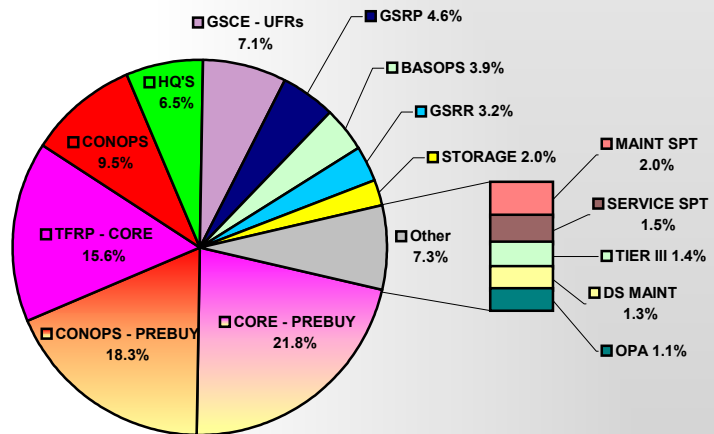
Funding breakout by facility:

HQ	\$ 9.3
KIC	\$ 20.8
BMC	\$ 4.8
MAM	\$ 5.1
MAV	\$ 4.9
MLC	\$ 0.4
OPA	\$ 0.7
CONOPS	\$ 17.7



The breakout in the various programs:

EXECUTION	\$63,709.9
TFRP - CORE	\$9,911.4
T - PREBUY	\$13,886.1
CONOPS	\$6,074.1
C - PREBUY	\$11,627.9
HQs	\$4,884.6
GSCE UFRs	\$4,549.8
GSRP	\$2,970.7
BASOPS	\$2,509.0
GSRR	\$2,058.8
STORAGE	\$1,310.2
MAINT SPT	\$1,281.2
SERVICE SPT	\$970.7
TIER III	\$871.5



The GSC-E managed **reimbursable program** amounts to \$ 10,9 M. The split between salary and non-salary is 32% (\$7.4M) to 68 % (\$3.5M) respectively.

AUTOMATION

INTRODUCTION OF PRODUCTION MANAGEMENT AND CONTROL SYSTEMS

Induction of technology is the key to being able to efficiently and effectively execute mission. Being an Army organization we are faced with the challenge to maintain the Army's legacy systems and to ensure that the data feed to those systems is uninterrupted. At the same time we require commercial software that will support our transition towards an industry like environment. Using the two types of maintenance we do, both having unique requirements we found solutions that match the unique requirements: In the tactical maintenance we have a need to manage a production line and be able to find efficient controls and make informed decisions. While we deal with mostly standard repair parts we need a more efficient way to do the technical inspections and parts identification. In BASOPS maintenance we are dealing with mostly commercial equipment and a significant amount of contracting both for services as well as for supplies. Both organizations have a need for remote input and availability of data at the lowest level.

As a baseline we used two prototype systems that were already in use or in the process of being developed and funded the accelerated development tailored to our unique mission requirements. Both software packages operate in an open architecture on industry standard platform.

The tactical production management system was fielded in Maintenance Activity Kaiserslautern and is now fully in use. The BASOPS maintenance system was expanded to include TIERIII and introduce a web based functionality.



LoCMO DATABASE

The LoCMO database development by Mr. Anderson (Eagle Deutschland/MPRI) progressed to the point of testing phase for data input. Test phase contract data was limited only to NAMSA and IWS contracts. All COR's will be using the database for new maintenance contracts awarded at FY end and will gradually transfer their ongoing contract data and ultimately input all prior year contract data. The database will also be capable of managing other non maintenance contracts that we manage/process. Inputting prior year maintenance contract data, however, will be more time consuming, but we have set a goal to have 30-50% of old closed out contracts recorded by the end of FY03.

PUBLIC RELATIONS

HIGH RANKING VISITORS

The General Support Center-Europe was subject to numerous VIP visits throughout the past years. Just to mention a few high ranking visitors in FY 02:

Honorable Mr. Brownlee, Undersecretary of the Army

Honorable Diane K. Morales, Deputy Under Secretary

Honorable Gene Taylor, CODEL D-MS-5th Gen Kern, CG AMC

LTG Dodson, DCG, USAREUR

BG Pillsbury, DCSLOG USAREUR

SES 6 Sue Baker, Dir SSF, DA

Mr. Hall (SES), DCSPIM

Mr. Beck, Ministerpresident State Rhinel.-Palatinate

Ms. Leppla & Ms. Mohr, State Parliament Members of Rhineland-Palatinate



HOST NATION LIASON

BMC Arrangement with German Prison

The BASOPS Maintenance Center Wuerzburg established a cooperation with the local prison (JVA) for their customer repair program. In FY 02 we made use of those services mainly in the area of furniture repair saving costs for US Army Europe and providing employment opportunity for the Bavarian prison system.



Rheinland Pfalz-Tag Zweibruecken

The traditional Rhineland-Palatinate days in Zweibrücken provided the opportunity to present our apprenticeship program to the host nation. Displays were very well received by the public.

Cooperation with German Bundeswehr

In FY 02 Soldiers from the German Bundeswehr visited the Mannheim Laboratory Center to study their Oil Analysis Program and the Maintenance Activity Kaiserlautern to learn and gain experience from MAK's workforce at the repair lines for military equipment.

RECOGNITION OF SPECIAL ACCOMPLISHMENTS

Army Award For Maintenance Excellence (AAME)

AAME program improves unit readiness by providing positive incentives for extraordinary maintenance efforts and recognition of outstanding units. The following GSC-E activities/units participated in this prestigious awards competition during the specified FYs:

FY 02				
Organization	Category	21st TSC	USAREUR	Remarks
MAV	TDA, Small	Winner	Winner	all packages
MAM	TDA, Medium	Winner	Winner	forwarded to DA
*KIC	TDA, Large	Winner	Winner	-pending
*(Battalion roll-up, involves MAK and MAP)				evaluation

GSC-E'S EMPLOYEE OF THE QUARTER

Every three months the General Support Center honors a member of staff for his/her outstanding performance beyond the scope of duty and for special accomplishments as the "Employee of the Quarter".

In FY 02 the following personnel was honored:

Mr. Horst Selgrad , Quality Control Specialist	Maintenance Activity Pirmasens
Mr. Karl Schneider , Property Book Officer	GSC-E Headquarters
Mr. Harald Thieme , ULLS-G Administrator	Maintenance Activity Vilseck
Mr. Gerd Sprissler , Supervisory Supply Technician	Maintenance Activity Kaiserslautern

Prototype Development

MAP developed, produced and modified successfully an installation kit prototype for the Mobile Tracking System (MTS), which will be installed in the M915 fleet of the 37th Trans Division. After acceptance of the final version, decision will be made on the quantity to be produced and if the installation will be done at MAP.

Another example for successful prototyping is the fabrication of wiring harness for the M860 Patriot trailers. MAP was able to build those harnesses based on technical drawings and specifications, eliminating a significant safety risk to the soldiers in the field.

OUTLOOK FY 03

GENERAL SUPPLY

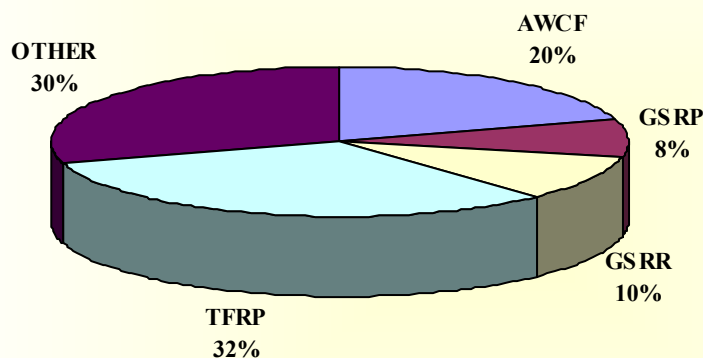
In FY 03 Single Stock Fund Conversion is an ongoing process. During the 1st quarter of this FY transformation will be completed as our last SARSS sites are going to be converted under Milestone III.

One of our goals is to maintain our level of accomplishments, e. g. low requisition wait time (RWT) of 7.5 days as well as our high inventory accuracy.

As in the past years GSC-E's Supply Activity is prepared to support any upcoming contingency operations and will handle the continuing draw down support for the Balkans and the subsequent excess heading our way.

TACTICAL MAINTENANCE

For FY 03 we plan to workload over 780,000 man hours equal to an amount of \$79,500,000 total cost within our General Support Maintenance Programs. Our TFRP program is executed via MIPL within Maintenance Board guidelines.



Breakout of maintenance programs as programmed for FY 03 on the basis of man hours.

HUMAN RESOURCES

Parallel to the evaluation of our US civilians GSC-E will implement performance appraisals for the local national employees in order to ensure that individual performances and achievements are recognized in a fair and appropriate way.

Ongoing restructuring and manpower evaluation conducted during last FY will be executed with minimal adverse effects on our personnel.

AUTOMATION INITIATIVES

In FY 03 we will establish a private Web Server to provide meaningful production data as well as various status reports, in order to improve the availability of information and knowledge base for our customers.

As in previous years GSC-E will continue working on process refinement and cost effectiveness in order to maintain and improve its high standards. Transition towards an industry like enterprise will be an continuing process in FY 03 and one of GSC-E's objectives for the near future.

TRENDS

Personnel	FY 02	FY 01
# of employees assign. LN	1676	1652
# of employees assign. US	69	73
# of apprentices assign.	114	114
Salary	\$47,716,551	\$42,234,149
Supply	FY 02	FY 01
# of receipts	247,128	367,964
# of shipments	280,132	358,391
avg. # of MROs p. nth.	24,858	30,078
average inventory acc.	97.40%	94.00%
avg. inter-theater pcs. time	4.5	5
Tactical Maintenance	FY 02	FY 01
AWCF		
# of items programmed	5,020	5,756
# of items completed	4,401	5,109
man hours programmed	133,919	127,337
man hours executed	127,022	122,528
TRP		
# of fleets	17	18
# of items programmed	874	988
# of items completed	759	872
man hours programmed	290,080	296,505
man hours executed	284,333	314,475
GSRP		
# of items programmed	163	712
# of items completed	151	626
man hours programmed	44,346	45,310
man hours executed	46,833	34,682
GSRR		
# of work requests	1,168	1,010
# of items completed	1,063	854
man hours programmed	101,840	48,612
man hours executed	90,453	50,051
Installation Maintenance	FY 02	FY 01
# of workorder requests	37,545	N/A
# of workorders completed (w/o TIER III)	26,805	26,446
man hours programmed	237,572	N/A
man hours executed	232,350	N/A
TIER III	FY 02	FY 01
# of Maint. Calls	9,469	10,217
Warranty	3,095	4,087
Non-Warranty	6,374	6,130

HAP	FY 02	FY 01
lines O/H	4,783	10,809
lines moved	6,265	8,113
total cost	\$2,417,362	\$2,850,000
POV Inspections	FY 02	FY 01
# of inspections	116,303	101,071
# of supported units	5	5
Laboratory Center	FY 02	FY 01
Ground Equipment		
Avg. # of End Items CH.p.nth	23,476	21,779
Avg. # of Components CH.p.nth	47,912	45,257
Avg. Percentage Delinq	2.71%	2.30%
Total Samples Received	171,596	165,850
Total Reconn. Oil Changes	7,363	5,075
Total 3254-RS	216	260
Aircraft Equipment		
Avg. # of End Items CH.p.nth	629	579
Avg. # of Components CH.p. nth	2,349	2,136
Avg. Percentage Delinq	0.02	0
Total Samples Received	10830	11,534
LoCNO	FY 02	FY 01
# of active delivery orders	117	NA
Contract \$	97,420,033	NA
BUDGET	FY 02	FY 01
Funding	\$63.7 M	\$67M
Reimbursements	\$10.9 M	\$11.4 M
Safety	FY 02	FY 01
Accident Rate	0.96	1.31
# of accidents	18	24
# of days lost	243	275
Total Cost	84,084	102,878
Quality	FY 02	FY 01
# of PQDRs	404	377
- valid	220	278
- invalid	66	73
- tech. Support/pending	118	NA